



TSA Service Commitment

The Transportation Security Administration is committed to both excellent security and customer service. We are doing everything we can via a common-sense approach, and borrowing and adapting the best ideas from business and industry. The goal is not just to make people feel safe but to ensure that they are safe.

TSA Screeners

A primary goal of TSA is to treat all passengers with courtesy, dignity and respect during the security screening processes. In support of this goal, TSA has trained its screeners in the proper treatment of passengers and their belongings. That specialized training includes accommodating passengers with special needs. We have conducted outreach to religious and disability organizations to ensure that our screeners are sensitive to all passengers.

The Process

TSA has established procedures to minimize the intrusiveness of the screening process for passengers. Though you may be unfamiliar with some of these changes, please be assured that they are all based on sound security protocol.

Private Screening

Your screening may include a hand-wanding procedure and pat-down inspection. You may request a private area for your personal screening. The private area will either be a separate room or an area out of the view of the general public.

Same-Gender Screening

If you are asked to undergo a personal screening, you will be provided a screener of the same gender except in extraordinary circumstances. In some cases, you may have to wait for a screener of your gender to conduct the screening. You will be advised if the wait will be more than a few minutes.

Private Baggage Screening

If it is necessary to open your checked or carry-on baggage, TSA will make every effort to do so discretely. At most airports there are tables with sidewalls to protect your privacy.

TIP We recommend that you think carefully about what private items you place in your carry-on or checked baggage since your baggage may be opened and searched.



Passengers with Disabilities or Medical Concerns

If you have a disability, medical concern, or other special circumstance, please refer to the Special Considerations section of the TSA website (www.TSATravelTips.us) for details on what you can expect at the passenger security checkpoint.

- You are encouraged to communicate with the screener both before and during the screening process so that the screener is aware of your situation at all times.
- While the procedure may differ slightly in order to accommodate your situation, the same level and rigor of screening that is maintained for all passengers will be maintained.

The Ability to Listen is the Most Important Communication Skill

If you have any questions about any of these procedures, please call the Consumer Response Center toll-free at 1-866-289-9673, or e-mail us at TellTSA@tsa.dot.gov.

If you believe that you have been discriminated against by a Transportation Security Administration employee on the basis of:

- Race,
- Color,
- National origin,
- Sex,
- Religion,
- Age,
- Disability,
- Sexual orientation

You may submit in writing an explanation of the complaint, including:

- The name of the airport
- Your flight information
- Date and time of the incident
- And, if possible, the name of the employee to:

Transportation Security Administration
Director, Office of Civil Rights
601 South 12th Street, West Tower, TSA-6
Arlington, Virginia 22202

Attn: External Programs Division